



# Phoebe Health Partners Quarterly Newsletter



## 2015 Second Quarter Edition

### WelForce Changes

“Happiness cannot be traveled to, owned, earned, or worn. It is the spiritual experience of living every minute with love, grace & gratitude.”  
– Denis Waitley

On May 1, 2015, WelForce Administrators partnered with Mayo Clinic Health Solutions to assist with billing and claims processing. Everyone should have transitioned by now with the changes in the billing system and we hope everything is going smooth. We are reiterating the below information that we hope will assist with any questions you may have.

WelForce is still the payer—Mayo Clinic Health Solutions only processes the authorizations, billing, claims, follow-up and payments.

The changes to WelForce’s billing and claims processing are not just for Phoebe employee claims. The following employer groups have WelForce insurance and their employees were issued new insurance ID cards that reflect changes in ID numbers and claims billing address:

- Adams Exterminators
- Albany Advocacy Resource Center
- Albany Beverage Company
- Anderson Construction
- Curry Farm Supply
- Doherty Duggan Hart & Tiernan
- Equinox Chemicals
- Phoebe Putney Health System

Please remember to ask for new ID cards from employees of these employer groups.

As a participating provider for these plans, you have access to online tools and information to help with processing your claims.

- WelForce Administrators website:** go to [www.welforce.com](http://www.welforce.com) for
- ⇒ Information about WelForce Administrations
  - ⇒ Access to important forms
  - ⇒ Important web links (Phoebe Health Partners and Mayo Clinic Health Solutions)
  - ⇒ First Health Provide Directory

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**Mayo Clinic Health Solutions Online Service Center:** [www.MayoClinicHealthSolutions.com](http://www.MayoClinicHealthSolutions.com) Visit this website for:

- ⇒ Claims Information
- ⇒ Provider Networks
- ⇒ Pharmacy Claims
- ⇒ Benefit Balances

All claims that had not been processed or were pended for dates of service prior to May 1, 2015 are being processed by Mayo Clinic Health Solutions.

As a reminder, you still have access to the WelForce Web-Portal/WebExchange up to the end of July 31, 2015. This service is being accommodated by WelForce on a monthly basis for Providers and Members needing access to claims processed and paid prior to 5/1/2105.

If you experience problems with claims processing, please do not hesitate to give us a call.

You can contact Margaret Windham at 229-312-8064 or Tracy Hood at 229-312-8070.



### **Provider Secure Portal Webinar Schedule**

Peach State Health Plan will be offering webinar training sessions to demonstrate many of the exciting features available on the Peach State provider secure web portal.

Topics covered in secure portal training include:

- ◇ Registering for the provider secure portal
- ◇ Submitting A Prior-Authorization request
- ◇ Checking Member Eligibility
- ◇ Claim Submission
- ◇ Corrected Claim and COB Claim Submission
- ◇ Submitting A Claim Reconsideration request
- ◇ Secure Messaging to the Plan
- ◇ General Provider Secure Portal Account Maintenance

To attend a free webinar training session, please visit the link below for the date and time of your choice. No registration is required. Webinar Link: <http://centene.adobeconnect.com/pshpproviderportal/>

**Thursday, July 23, 2015 10:00 a.m. – 11:30 a.m.**

**Thursday, July 30, 2015 2:00 p.m. – 3:30 p.m.**

**Thursday, August 13, 2015 10:00 a.m. – 11:30 a.m.**

**Thursday, August 27, 2015 2:00 p.m. – 3:30 p.m.**

**Thursday, September 17, 2015 10:00 a.m. – 11:30 a.m.**

**Thursday, September 24, 2015 2:00 p.m. – 3:30 p.m.**





## SAVE THE DATE



### Upcoming ICD-10 Coding Workshop

UnitedHealthcare is sponsoring a ICD-10 coding workshop scheduled for August 27th, 2015 at Phoebe Northwest. \*\*\*\* More information to come \*\*\*\*

### In the meantime . . . UnitedHealthcare is offering a series of 1 hour webinars on ICD-10

In preparation for the start of ICD-10 on Oct. 1, 2015, the Payers Collaborative, a consortium which includes UnitedHealthcare, is offering a series of one-hour webinars at 11 a.m. (CST), every other Thursday through Sept. 16, 2015. To access the list of webinar topics by specialty and to register, please go to [UnitedHealthcareOnline.com](http://UnitedHealthcareOnline.com) > Quick Links > ICD-10 & Regulatory Outreach. The webinars give an ICD-10 overview along with specialty-specific tips for documentation and coding and are designed to aid with the ICD-10 code set adoption. Continuing medical education (CME) and continuing education unit (CEU) credits are not offered for these webinars and space is limited. The following are some of the benefits of the webinars:

- Drill down into diagnosis codes common to specialties and see how they are affected by ICD-10.
- Suggested transition checklists help minimize disruption in the move to ICD-10.
- Free ICD-10 testing options offered to help assess coding proficiency.



### Reimbursement changes for developmental screenings

**Amerigroup Community Care** wants to remind you that:

You should administer a developmental screening at the 9-, 18- and 30-month well-baby visits to help identify children at risk for a developmental disorder. Amerigroup will only reimburse for one developmental screening at each of these American Academy of Pediatrics recommended intervals.

**What this means to you:** When you bill for a developmental screening in conjunction with an Early and Periodic Screening, Diagnosis and Treatment (EPSDT) screening visit, include the EP and 59 modifiers with the appropriate ICD- 9 diagnosis code of V20.2 or V70.3.

If you don't see the child at the 9-, 18- or 30-month visit, complete the developmental screening during the catch-up appointment for the missed periodic visit. Please bill this catch-up screening using the EP, 59 and HA modifiers with code 96110 and the appropriate ICD-9 codes. You can only bill for one catch-up developmental screening during any one catch-up interval.

### Current recommended screening tools

- Ages and Stages Questionnaire (ASQ) - 2 months to 5 years
- Ages and Stages Questionnaire - 3rd Edition (ASQ-3)
- Battelle Developmental Inventory Screening Tool (BDI-ST) - Birth to 95 months
- Bayley Infant Neuro-developmental Screen (BINS) - 3 months to 2 years
- Brigance Screens-II - Birth to 90 months
- Child Development Inventory (CDI) - 18 months to 6 years
- Infant Development Inventory - Birth to 18 months
- Parents' Evaluation of Developmental Status (PEDS) - Birth to 8 years
- Parent's Evaluation of Developmental Status - Developmental Milestones (PEDS-DM)

## Second Quarter—2015

533 Third Avenue  
P O Box 3770  
Albany, Georgia 31706-3770

Phone: (229) 312-8061  
Fax: (229) 312-8068

If you would like more information on Phoebe Health Partners, please visit our website at [www.phoebehealthpartners.com](http://www.phoebehealthpartners.com). You may contact Margaret Windham at 229-312-8064 or email [mwindham@ppmh.org](mailto:mwindham@ppmh.org).



### Credentialing Corner

Phoebe Health Partners credentials all participating providers and re-credentials them every three years.

Please be aware of License, DEA, Insurance and Board Certification expirations and renewals and remember to submit all changes and updates (*including resignations, retirements, additions, changes in practice address*) to

Charis Phelps, CPCS, Credentials Specialist

Fax 229-312-8146 or email

[cephelps@ppmh.org](mailto:cephelps@ppmh.org).

**Remember, Credentialing Counts!**

*Thank you!*

*Charis*

### **Are you ready for Summer?**

Protect yourself from exposure to the sun's rays and reduce your risk of sunburn, skin cancer, and heat stress.

Here are some suggestions that may help you to enjoy being outdoors this summer:

- ◇ Apply sunscreen with SPF 30 or higher and both UVA and UVB protection before you go outside, even on cloudy days.
- ◇ Reapply sunscreen after swimming or sweating or after staying outside for more than two hours.
- ◇ Wear clothing, sunglasses, and a hat with a wide brim to protect exposed skin.
- ◇ Seek shade, especially during midday hours.
- ◇ Drink plenty of fluids.
- ◇ Enjoy your summertime activities.

